

NETWORK SUPERVISOR

GENERAL DEFINITION OF WORK:

FLSA Status: Exempt

Performs intermediate professional and administrative work involving planning, organizing, and directing the County's entire LAN/WAN network environment, VoIP, and telecommunications. Work involves engineering evaluations, strategy development, financial management, project management, technical direction of operations of complex digital switched telephone and data infrastructures, network infrastructure security, and remote access services. Work is performed under general supervision. Supervision is exercised over subordinate personnel.

ESSENTIAL FUNCTIONS/TYPICAL TASKS:

Plans, manages and directs daily operations of a highly technical network infrastructure, VoIP, and telecommunications.

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Supervises, directs and evaluates the Network Analyst staff, processes employee concerns and problems; counsels, disciplines and completes Network Analyst staff performance appraisals; assists in the recruitment and selection of Network Analyst staff; recommends dismissals.
- Participates in division strategic planning by determining network operating system, security and data communication hardware and software needs for integrated operation of County-wide system of network servers.
- Plans, manages and directs daily voice, data, video operations and maintenance activities and services.
- Performs strategic and tactical planning for County voice, data and video network services.
- Coordinates the updates, maintenance, and installation of modified or enhanced network server operating system software for efficient performance that includes acceptance tests.
- Participates in developing network infrastructures costs.
- Identifies needs, estimates costs and justifies request priorities for budgetary purposes.
- Diagnoses system failures and takes corrective action, which includes troubleshooting and coordinating unresolved network equipment failures with vendors, engineers and adjusting work operation to effectively support continuous service in meeting emergency situations.
- Evaluates new and emerging technologies for introduction and/or integration into County's infrastructure.
- Evaluates and selects computer communication equipment, software and communication access methods and protocols.
- Performs the duties of Assistant Director when required.
- Performs related tasks as required.

KNOWLEDGE, SKILLS AND ABILITIES:

Comprehensive knowledge of issues and trends in voice communications, switches and routers, and servers; thorough knowledge of principles and practices of regulatory standards and requirements applicable to VoIP; thorough knowledge of the principals, practices and techniques of supervision; thorough knowledge of managerial practices and techniques of supervision; general knowledge of public utility communications capabilities; ability to perform the essential functions of Network Analyst IV; ability to assign and evaluate the work of others; ability to conduct performance evaluations; ability to organize and supervise the work of technical and operating personnel; ability to plan and manage projects; ability to communicate effectively both orally and in writing; ability to establish and maintain effective working relationships with County employees, vendors and the general public.

EDUCATION AND EXPERIENCE:

Requires combination of education and experience equivalent to an Associates degree in computer science or related field; **and** 13 years network experience in a complex information systems environment or related field; **or** possession of a Bachelor's degree in computer science, or related field, and 9 years network experience in a complex information systems environment.

PHYSICAL REQUIREMENTS:

This is medium work requiring the exertion of 50 pounds of force occasionally, up to 20 pounds of force frequently, and up to 10 pounds of force constantly to move objects; work requires climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, feeling, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for depth perception, color Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

perception, preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts, use of measuring devices, assembly or fabrication of parts at or within arms length, operation of machines, operation of motor vehicles or equipment, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse conditions.

SPECIAL REQUIREMENTS:

Possession of an appropriate driver's license valid in the Commonwealth of Virginia.